

CASE STUDY

MEDITECH modernized secure remote access for its customers and vendors with Imprivata

A top EHR software provider enables third-party identity management, Zero Trust network access, and visibility with audit capabilities for compliance assurance

MEDITECH

Challenge

- Enable a secure, configurable enterprise remote access solution for its customers to optimize security, efficiency, ease of use, and enable least privileged access.

Solutions

- Implemented SecureLink Customer Connect to enable enterprise remote support and secure operational support for its customers
- Implemented SecureLink Enterprise Access to offer controls that enable secure third-party access management to critical systems, infrastructure, and data using granular controls that enable Zero Trust network access

Results

- Currently, all MEDITECH as a Service (MaaS) customers are connected via SecureLink Customer Connect
- Created an overall enhanced customer experience for MEDITECH customers, infusing least privileged access, multifactor authentication, and easy configuration into customer remote access management

Organization snapshot

A leading technology and services provider of electronic healthcare record (EHR) solutions based in Canton, MA, with more than 50 years in the industry and customers in 27 countries around the world, including the US, UK, South Africa, Asia, and Australia.

As MEDITECH made the transformational decision to move its internal operations toward cloud computing, the organization realized its customers could also benefit from integrating cloud into their digital infrastructures.

Like any company at the top of its field, MEDITECH understood that adapting to best serve customers is always the goal, and that technology plays a role. Specific to its MEDITECH as a Service (MaaS) solution, this meant incorporating hybrid systems where cloud infrastructure supplemented on-premises hardware for customer data access, storage, and security needs.

For remote access specifically, MEDITECH saw the need for a software-based connectivity solution that supported its customers, particularly those who in the past had only relied on more traditional on-premises hardware such as physical VPN routers.

Challenge: Offer an enterprise-grade, cloud-based solution to enable secure privileged remote access management

Until recently, MEDITECH's electronic health record (EHR) was exclusively installed within a healthcare organization's data center. Now, with its MEDITECH as a Service (MaaS) product line, health systems can access applications via a web browser, with cloud-based servers supplementing the organization's on-premise data infrastructure.

For its facilitation needs, MEDITECH wanted to partner with a proven provider, known and respected throughout the industry, that its customers would know and trust. After navigating the transition from traditional leased line connectivity to internet-based connectivity, the company saw an opportunity to focus more on its core business: healthcare applications.

Extending this cloud-based approach externally, MEDITECH sought a way to facilitate remote connectivity for its customers in a virtual, cloud-based setting. The team wanted a solution that was both easy to implement and offered the potential for customizations and enhancements to coordinate with specific MEDITECH tools and processes.

The team also sought to empower MEDITECH customers with a solution that controlled when someone within their organization could or could not connect, while also providing identification credentials for regulatory requirements and compliance assurance.

MEDITECH wanted a solution that is the "leading industry standard" for digital identity management, with a strong, positive reputation within, and knowledge of, the healthcare world. According to Philip Polimeno, MEDITECH Associate Vice President, the scope of the organization's customer base demanded the need for this. "We have customers ranging in size, technology platforms, expertise, and budgets," said Polimeno. "To have an easy-to-use 'industry standard' access solution is helpful to everybody."



According to Scott Achorn, MEDITECH's Senior Manager of Information Technology, "Many of the features Imprivata offered – such as granular control over managing endpoints, customers getting their own reports, dictating when someone can or cannot connect – that's where the industry is heading."

Foreseeing customer needs and responding to them with innovative solutions both adds value for customers and further bolsters MEDITECH's reputation as a health IT industry leader.

"When we were looking at digital identity management products within the market, Imprivata already had a proven record of success building partnerships with a number of hospitals across the country. That played a big part in our decision."

– Philip Polimeno, Associate Vice President

Solution: Implement remote access solutions with multifactor authentication and least privilege access capabilities

MEDITECH chose SecureLink Customer Connect and SecureLink Enterprise Access, both Imprivata solutions, for its remote access needs. What appealed to MEDITECH the most was the secure, browser-based access for system administrators and end users.

"Between the affordability, sustainable pricing, and our relationships over the years with Imprivata and SecureLink," said Polimeno, "We felt that their philosophy and approach best aligned with ours." He added, "We have been consistently impressed with their people, the quality of the product, and the processes they've helped us refine internally."

MEDITECH found that the best time for customer deployments to be in the morning mid-week, Polimeno noted, so that support teams from MEDITECH and SecureLink could address any issues quickly and efficiently and highlighted "two companies working together to solve challenges and break new ground together."

A key differentiator between Imprivata and its competitors was a web-based approach. "Everything for the customer is web-based," said Polimeno. "Everything is done within a browser. If you can run everything within a browser, it just gives you that much more advancement with your product."

According to Imprivata's customer onboarding specialist, Nicholas Darbonne, "MEDITECH's Customer Connect rollout was one of the fastest and smoothest" he had experienced. Both teams came together and partnered on every aspect of the project.

“It was easy to get it implemented and tested,” said Achorn. “The learning curve for our customers was relatively short, which was really good, especially since they’re going to be administering and managing the endpoint. So, they were very happy.”

Results: More secure and efficient remote access for MEDITECH customers, enabling the company to focus less on access and more on its core business

Today, MEDITECH utilizes SecureLink Customer Connect to facilitate connectivity to the MEDITECH as a Service (MaaS) solution.

MEDITECH has its customers either live or in the process of deploying SecureLink Customer Connect. MEDITECH schedules several more customers to go live every few weeks, keeping the pace steady yet spaced out for ultimate support of their customers’ onboarding experiences.

Internally, MEDITECH is also leveraging SecureLink Enterprise Access to allow third parties to securely access the MEDITECH network for remote support.

“Our two companies have fostered a fruitful working relationship with open communication,” said Polimeno. “The Imprivata team has been terrific – from sales, to project management, to implementation, to development.”

While MEDITECH’s customers may not see the inner workings of what has happened behind the scenes, they’ve reaped the benefits. “The success for our support staff and third-party partners is that it can take only one or two clicks to connect to a customer,” said Polimeno.

“We can enable user access based on what level of access a customer’s users need, when they need it,” said Achorn. “They can have enough access to do their jobs without having too much in a way that may create a security vulnerability. That’s a huge win for our customers.”



Other major wins for MEDITECH include:

- Enabling least privilege access
- Easy multifactor authentication regardless of the identity provider
- Gatekeeper credentials being autonomous for every customer, with customers being able to obtain their own autonomous logs simply by connecting to their gateway
- The ability for customers to make seamless reconfigurations without having to notify MEDITECH

Imprivata also helped MEDITECH better meet its cybersecurity insurance requirements, fortifying MEDITECH with the capabilities cyber insurance providers look for. “It gives you more than a checkbox,” said Achorn. “Some providers have a product that allows you to check a box, but then the product doesn’t do much. In this case, you not only check the box and document compliance, but the solutions do the critical work to enhance security.”

The bottom line was that MEDITECH empowered customer support services with reliable access featuring increased visibility into user activity.

Looking to the future: Expanding usage and exploring performance metrics

Looking to continue its success going forward, MEDITECH wants to derive even more value out of the Imprivata solutions it currently uses. “We’ve made the decision to utilize this solution across all of our EHR technology platforms,” said Polimeno. “There are different workflows within each environment requiring different characteristics. We’re working through each one so that we can have a ubiquitous platform to support all of the different use cases we have for our type of business within the healthcare industry.”



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700
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